

# Full-year 2020 results presentation

Webcast, 21 January 2021

**Mer till dig, mindre till banken**

Hos oss ska dina pengar gå till ett ökat sparande, inte till onödiga avgifter. Välkommen till en bank som den borde vara.

Logga in

Bli kund, helt gratis!

**Så mycket kan ett månadssparande ge dig**

Om du månadssparar på börsen i till exempel fonder eller aktier ger du dina pengar riktigt bra möjligheter att växa. Här ser du hur mycket du kan få ihop.

**470 000 kr**  
Varav 239 000 kr i avkastning\*

Månadssparande	1 200 kr
Startbelopp	15 000 kr
Spartid	15 år

**Mer till dig, mindre till banken**

Hos oss ska dina pengar gå till ett ökat sparande, inte till onödiga avgifter. Välkommen till en bank som den borde vara.

Logga in

Bli kund, helt gratis!

**Så mycket kan ett månadssparande ge dig**

Om du månadssparar på börsen i till exempel fonder eller aktier ger du dina pengar riktigt bra möjligheter att växa. Här ser du hur mycket du kan få ihop.

**470 000 kr**  
Varav 239 000 kr i avkastning\*

**Mitt innehav**

ÖVERSIKT VÄRDEPAPPER TRANSAKTIONER

Totalt **120 345** Utv. 3 mån **8,06 %**

3 mån 1 år sedan start % kr

**Sparande**

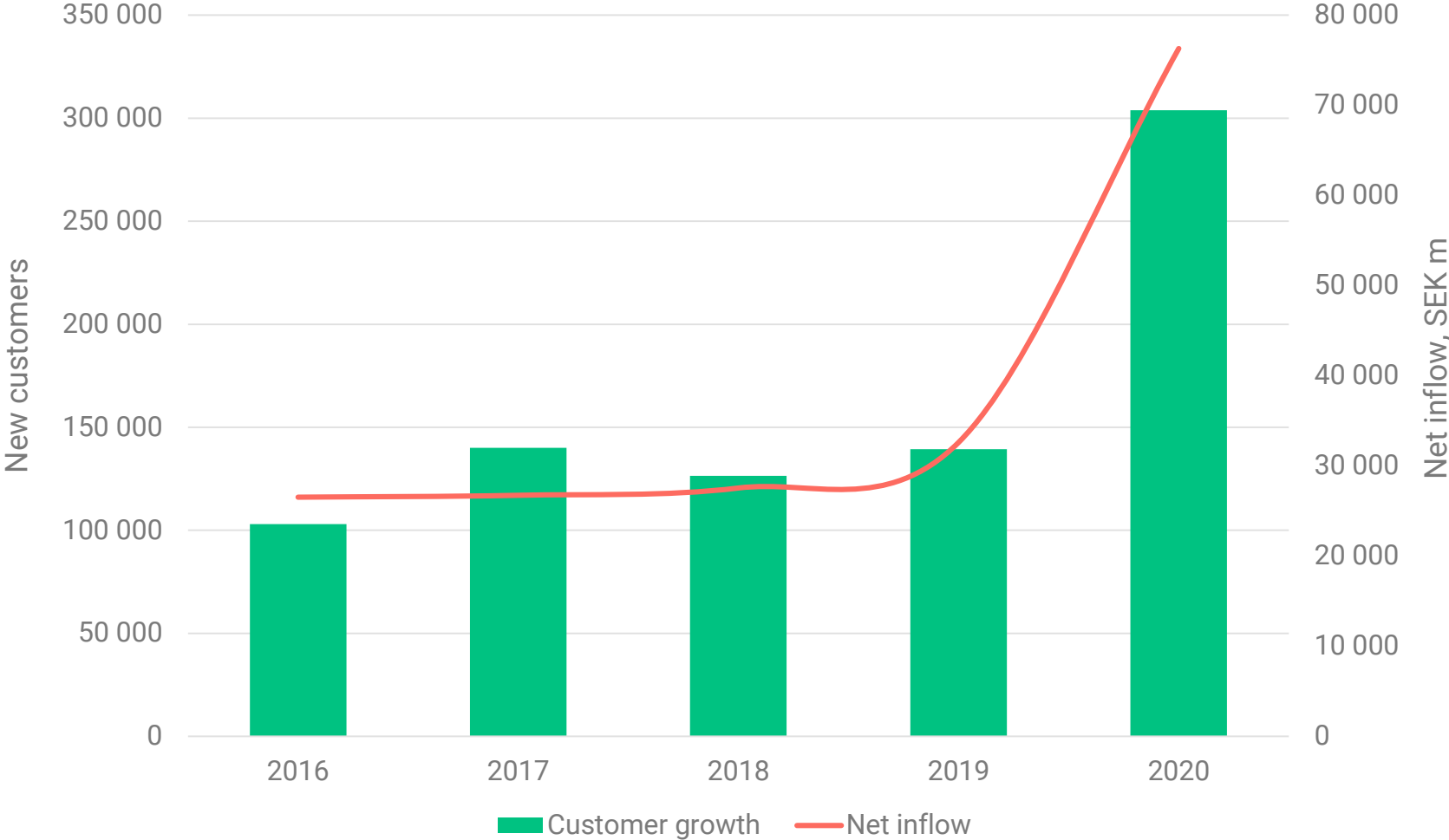
A&F Aktie & Fondkonto	1 200	1,23 %
ISK Investeringar	3 895	2,75 %
KF Kapitalförsäkring	18 785	-2,01 %

**Buffert** 96 465  
Utv. sedan start 6,44%

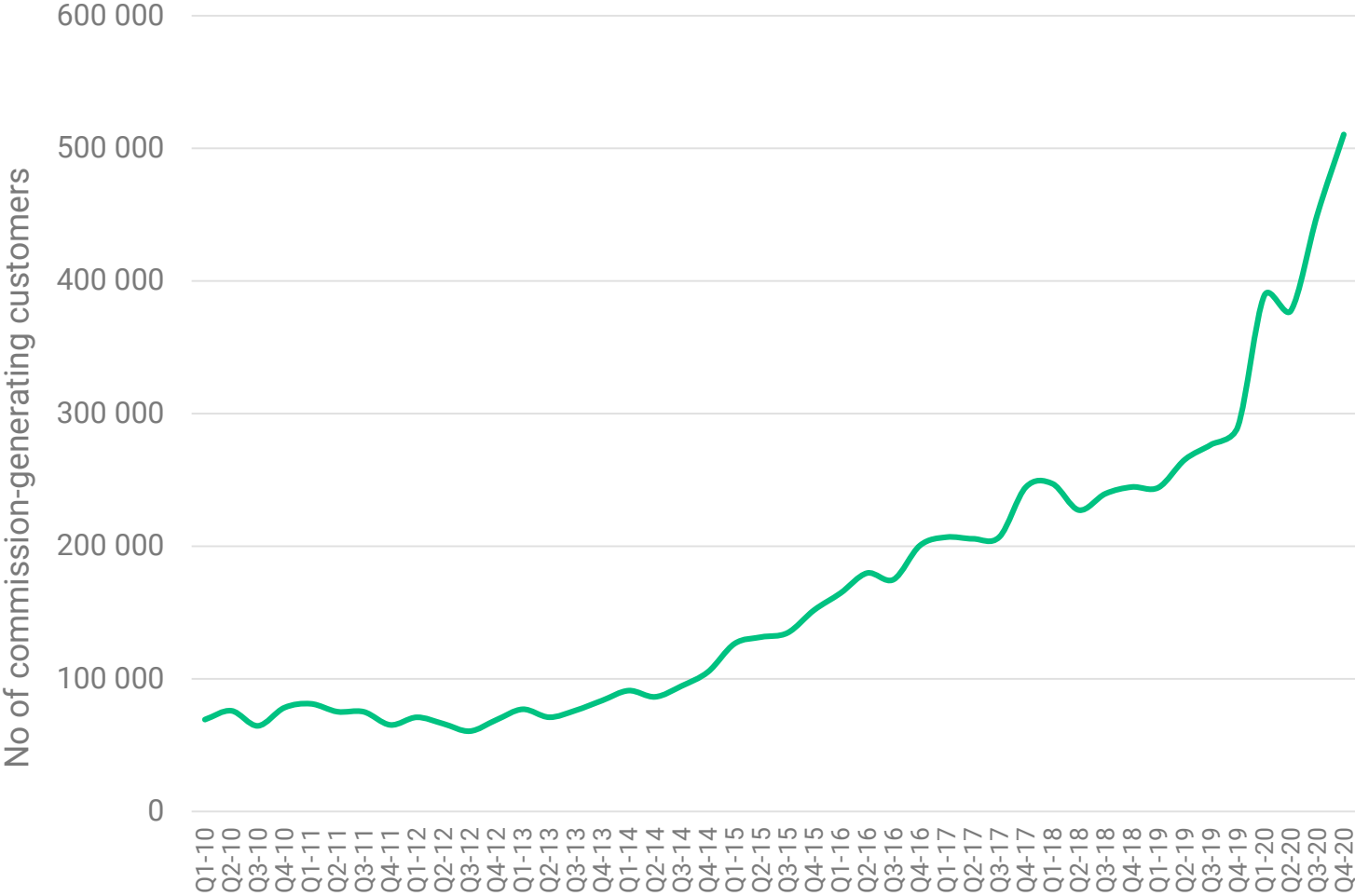
Sparkonto+ Colletor	96 465
---------------------	--------

+ Öppna nytt konto

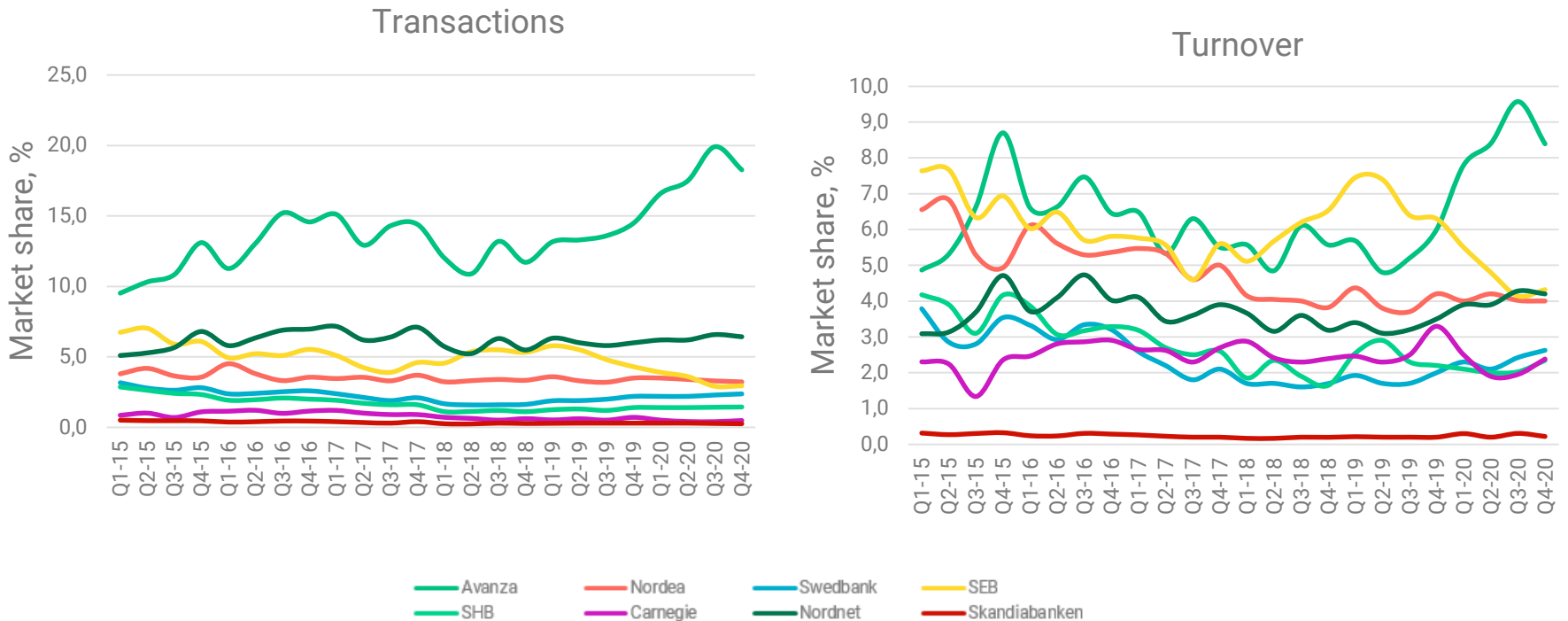
# Net inflow and customer growth more than doubled in 2020



# High customer activity throughout the year

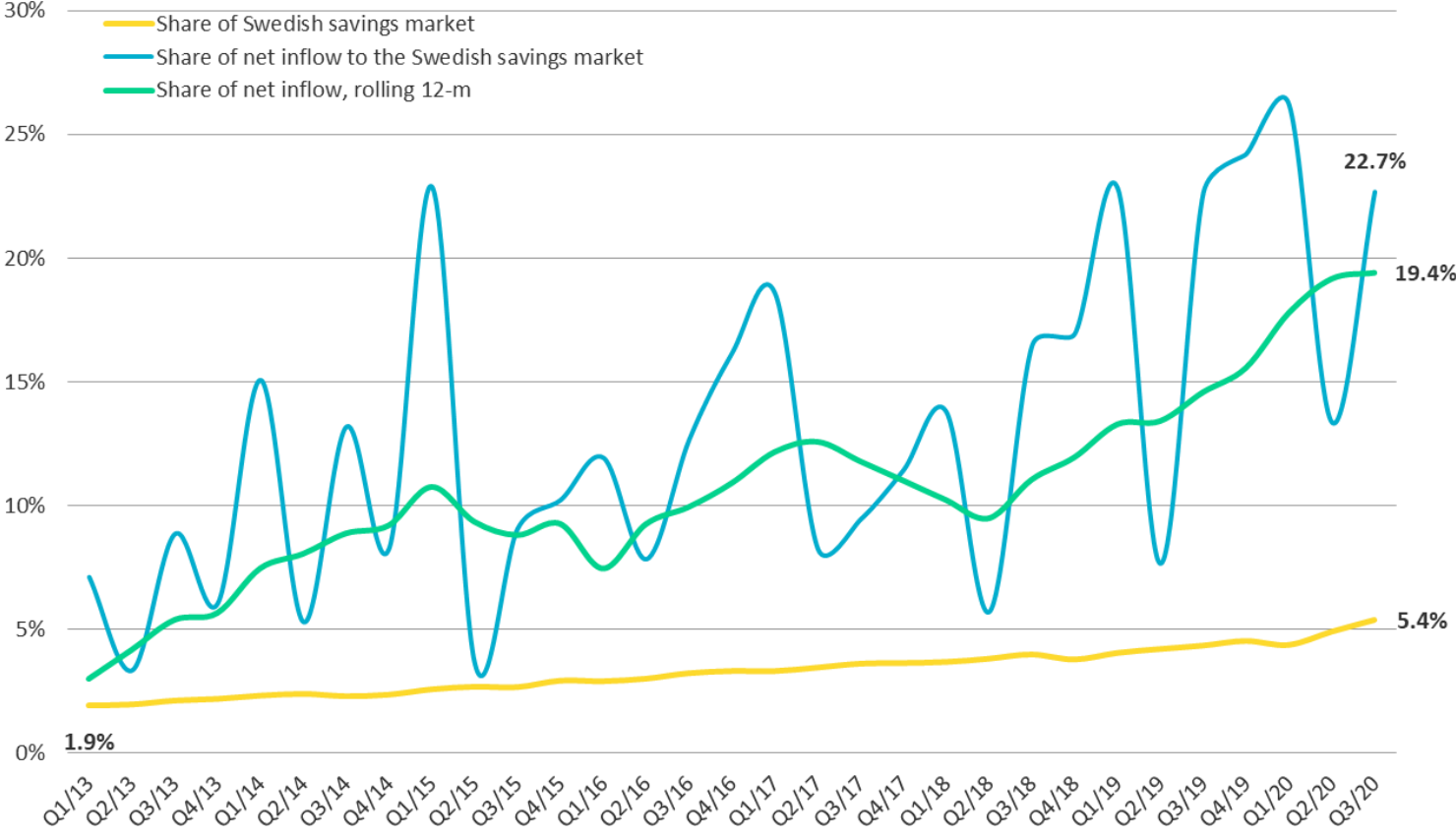


# Strong market shares – largest Swedish participant on Nasdaq OMX and First North



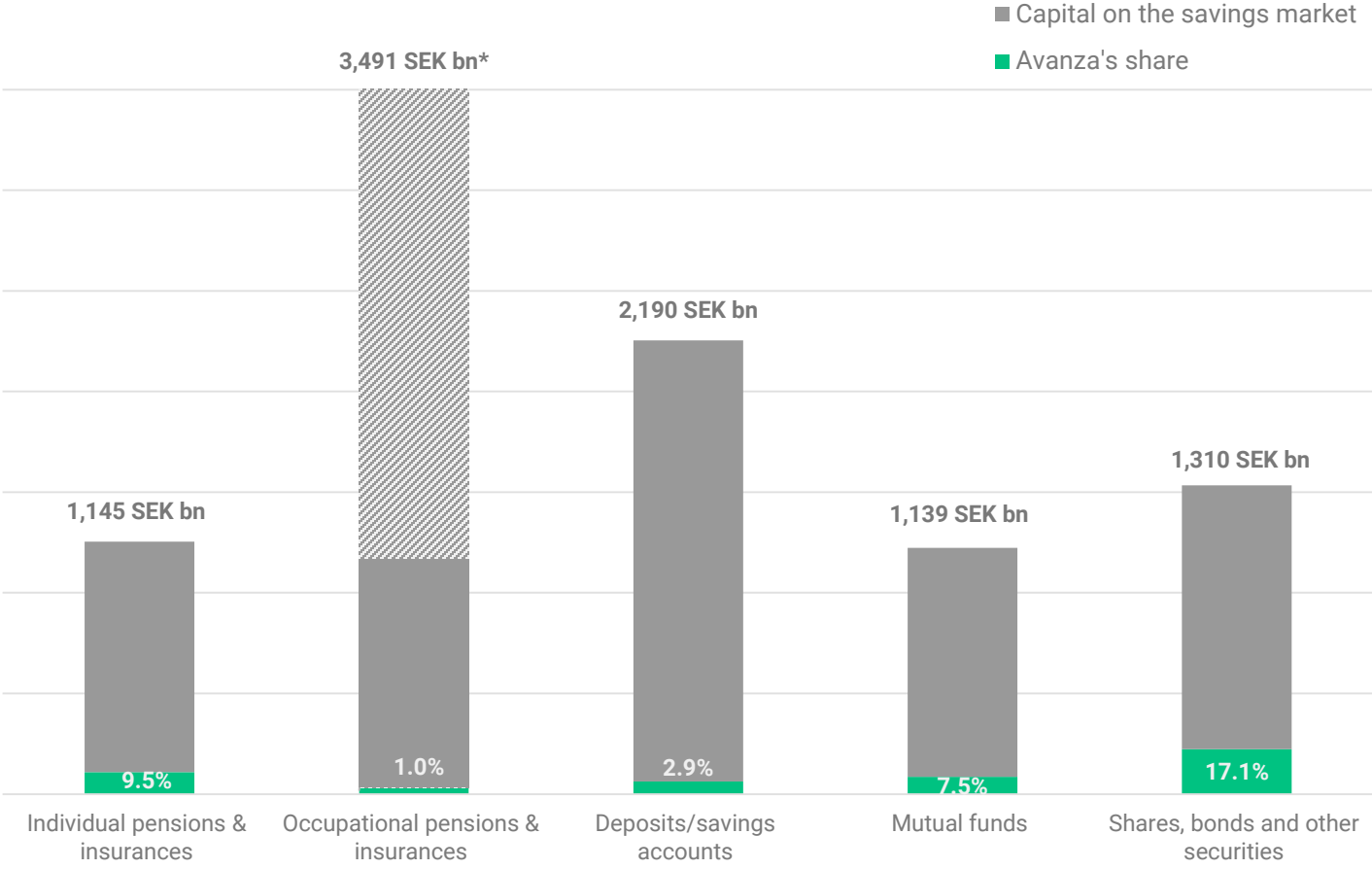
- Market share of 18.3% in terms of transactions and 8.4% in turnover in Q4 2020

# 19.4% of the net inflow to the Swedish savings market rolling 12M



Long-term target by 2025 of at least 15%

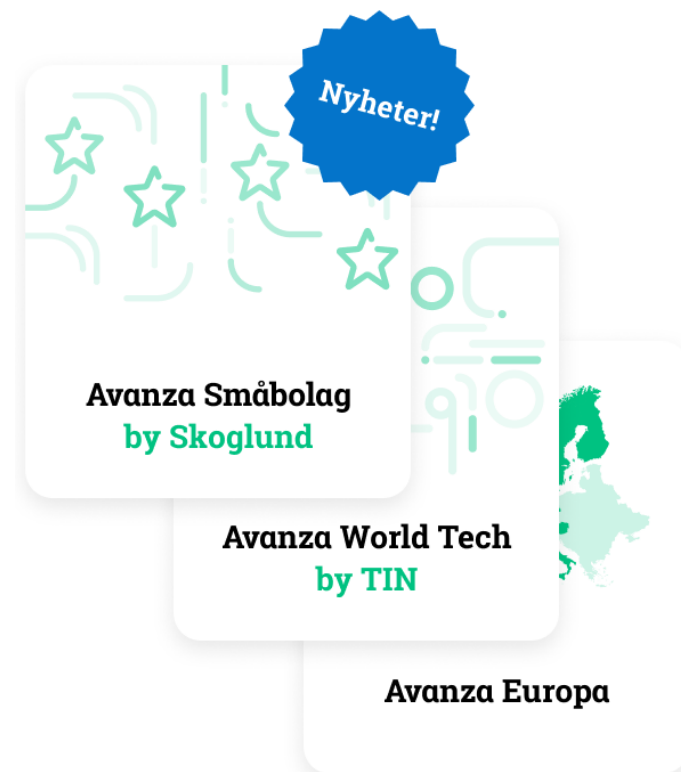
# Significant growth potential with a total 5.4% market share



\* Divided into traditional life (2/3) and unit-linked (1/3) insurance

# Largest improvements in the customer experience 2020

- Avanza Europe added to our range of low-fee index funds
- Fund pages improvements, including more sustainability data and the sustainability stamp
- Two well received actively managed funds, a tech fund and a small cap fund, together with very successful asset managers
- Better solutions for monthly savings
- New pages for certificates
- Easier on-boarding process
- Securities lending for customers with endowment insurance
- A stock swiping function – to encourage customers to diversify in an enjoyable way



# Recognitions throughout the year

- Avanza won the Swedish Quality Index award for the eleventh consecutive year – with a larger margin than ever and an NPS of 67
- The No. 1 position in the industry and No. 6 overall in Kantar Sifo's reputation index
- Named "Bank of the Year" for the third year in a row
- Avanza Private Banking ranked fifth in Prospera
- A Lipper fund award for Avanza 75 for the second consecutive year





# Target fulfillment 2020

Long-term targets	Outcome 2020
Sweden's most satisfied savers according to Swedish Quality Index	✓
Engaged employees, eNPS of at least 45, raised to 50	69
Market share of least 15 per cent R 12M of the total net inflow to the Swedish savings market 2025	19,4%*
Market share of close to 7% 2025	5,4%*
Return on equity of 25-30%	57
Increased share of capital in sustainable investments	✓
Be regarded as the leading sustainable brand and the natural choice for sustainable savings	✓
Increase share of female new customers to 50%	39
Organisation with parity between women and men	47

\*As per 30 September 2020

# Customer satisfaction and employee engagement key to drive shareholder value



## Long-term target

High customer satisfaction



## Customer proposition

Superior user experience



## Growth potential

Broader customer groups, but also strong potential with existing customers



## Revenues and costs

High scalability

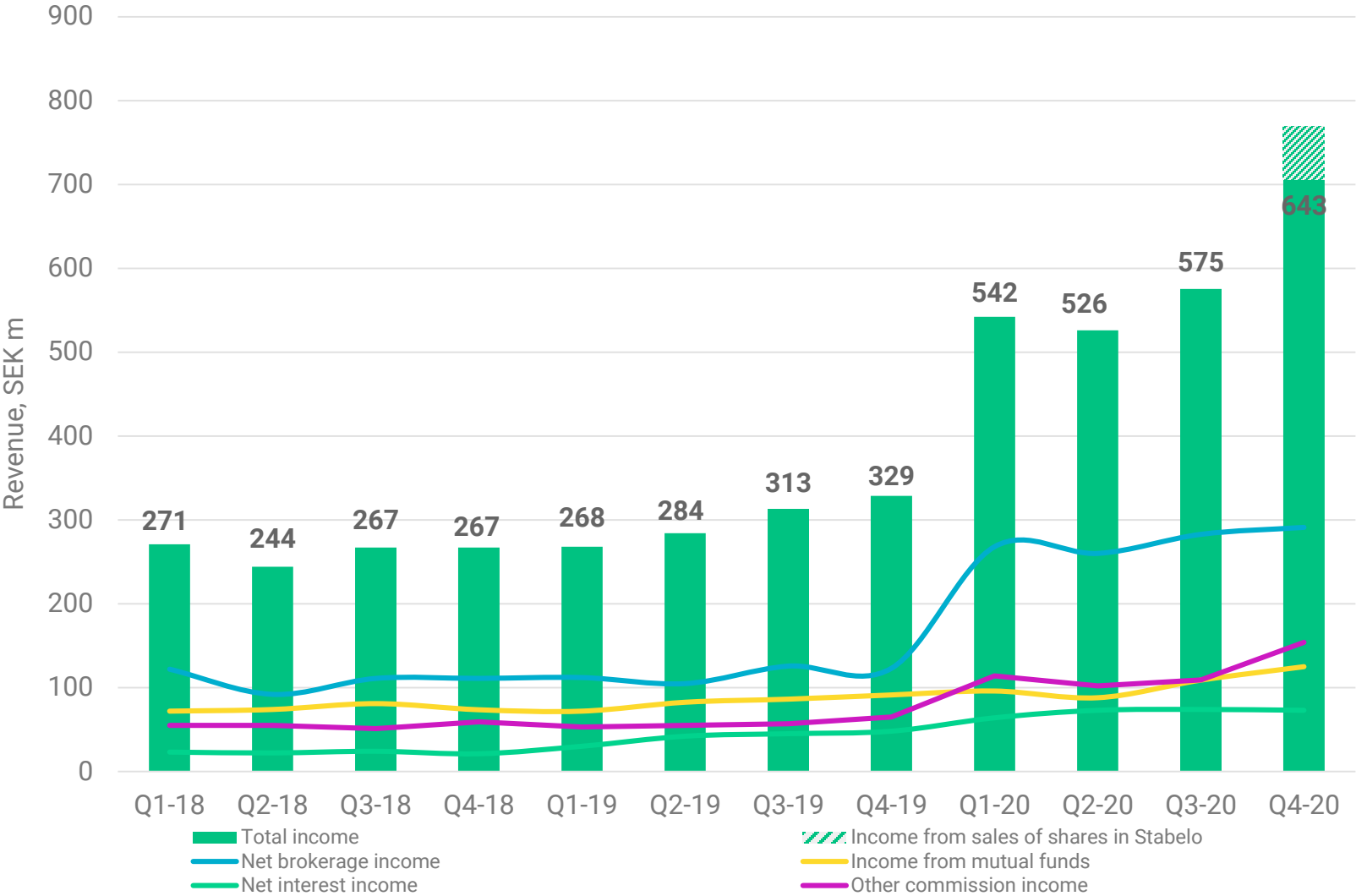
# **Financials**

## **Q4 and full year 2020 results**

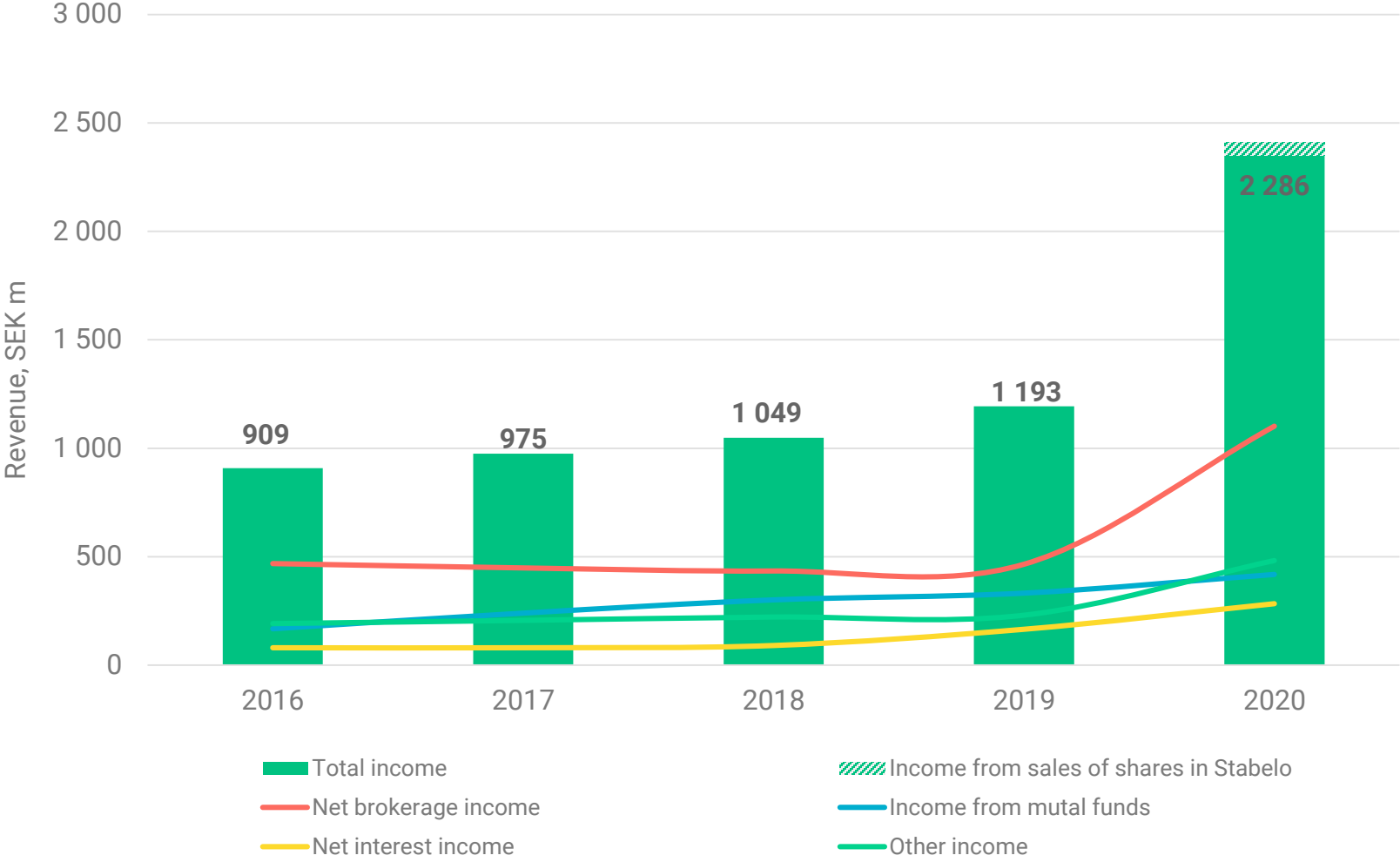
# Financial overview

	Q4 20	Q3 20	Δ %	2020	2019	Δ %
Operating income, SEK m	706	575	23	2,349	1,193	97
Operating expenses, SEK m	-221	-177	25	-763	-666	15
<b>Operating profit, SEK m</b>	<b>486</b>	<b>396</b>	<b>23</b>	<b>1,576</b>	<b>520</b>	<b>203</b>
Operating margin, %	69	69	0	67	44	24
ROE, %	58	55	2	57	27	30
EPS, SEK	2.70	2.15	26	8.66	2.94	195

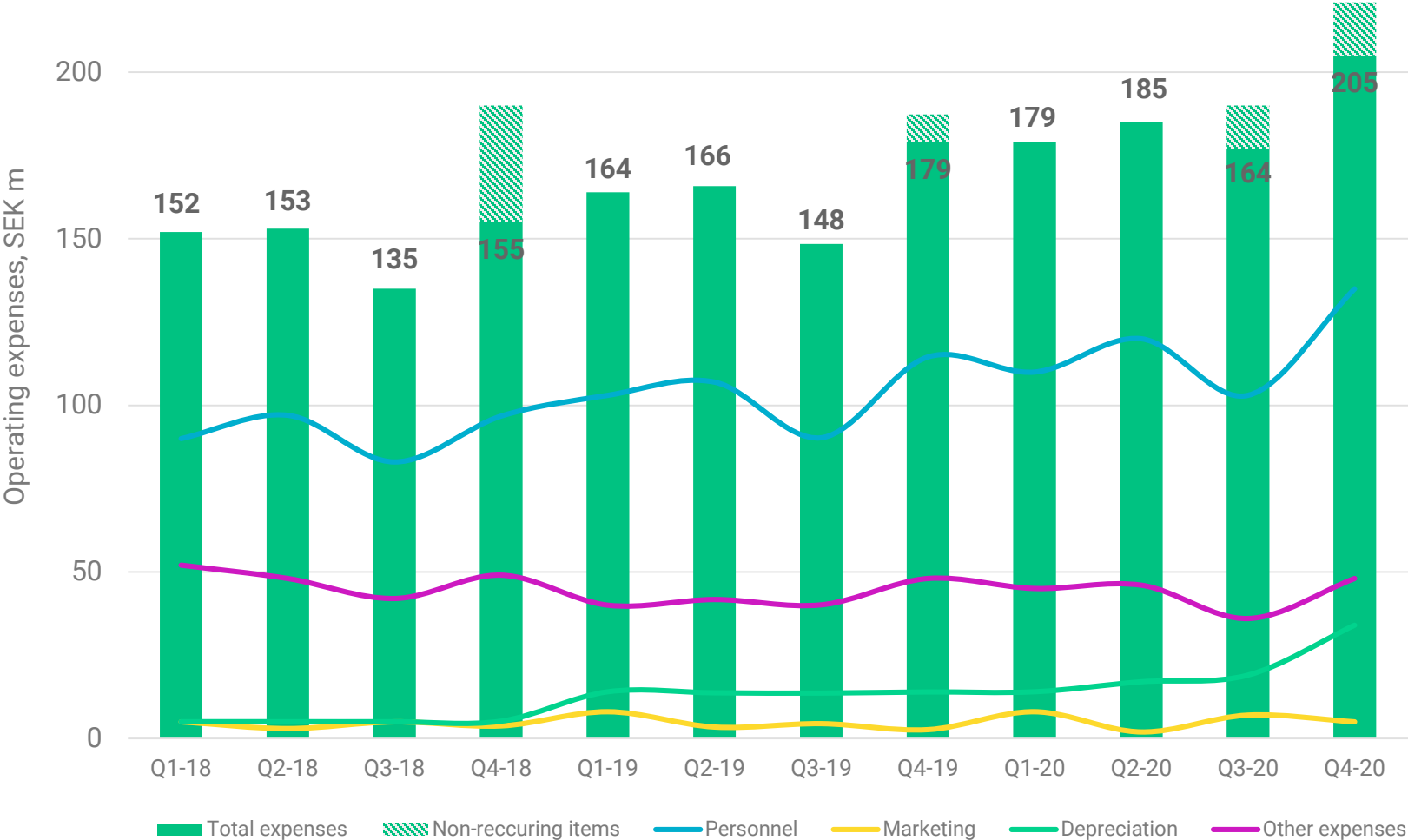
# Quarterly revenue development



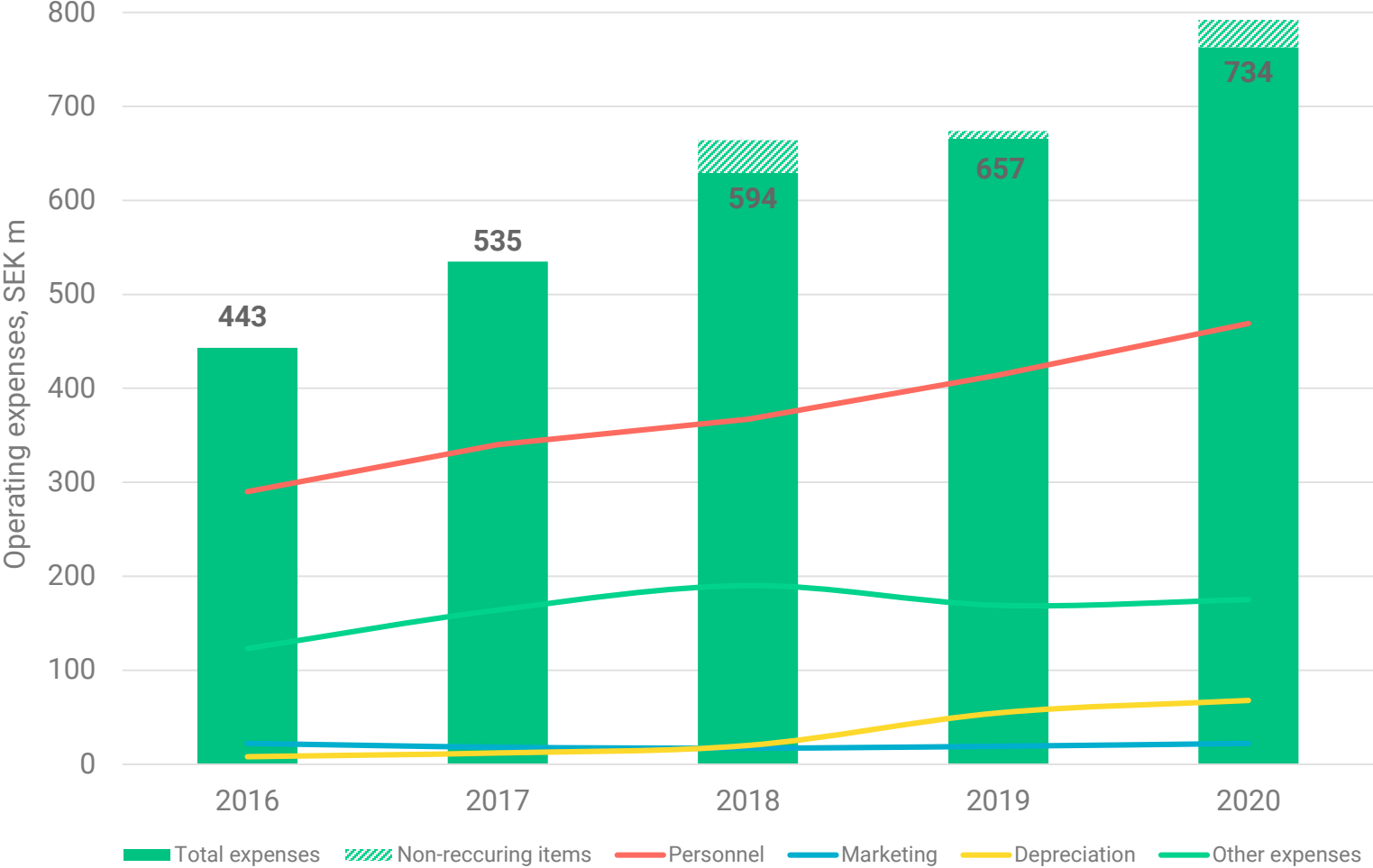
# Annual revenue development



# Quarterly cost development

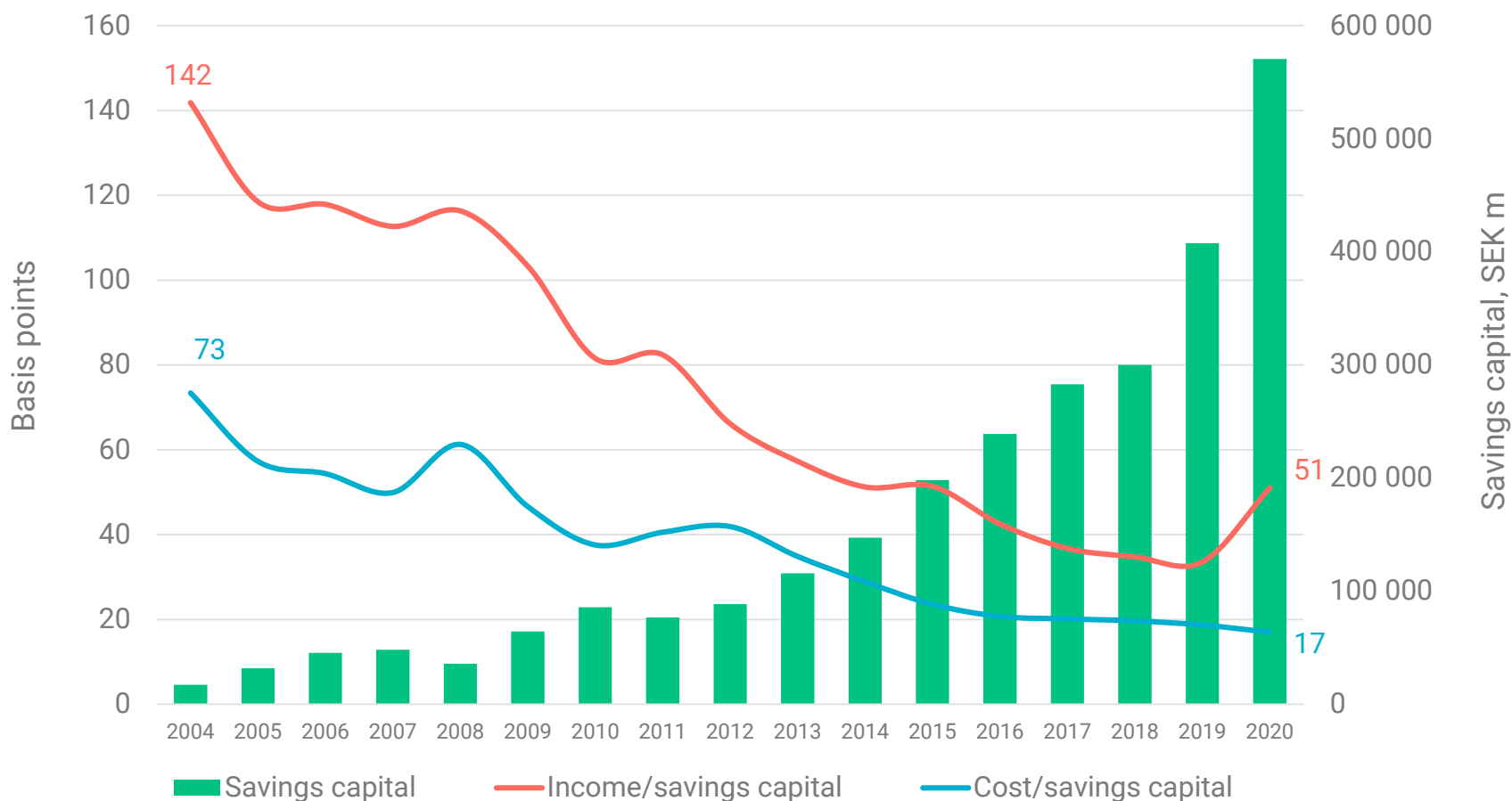


# Annual cost development





# Leading cost position



In 2018, cost/savings capital exclude the Swedish Financial Supervisory Authority's administrative fee of SEK 35 million on Försäkringsaktiebolaget Avanza Pension.

# Available distribution power a lot higher than proposed dividend of 0.85 SEK per share

SEK m	31 December 2020	31 December 2019
Shareholders equity, SEKm	2,678	1,865
Total capital ratio	24.4	17.8
Regulatory capital requirements*, %	13.5	14.4
Proposed dividend 0,85 SEK/share	132	354
Leverage ratio,%**	4.9	3.5
<i>Additional distribution power 2,95 SEK/share</i>	457	
<i>Leverage ratio, %**</i>	4.1	

\* Including external buffers and Pillar 2 requirements

\*\* Requirement of 3%, as of June 2021



# Tech Overview

Peter Strömberg - CIO

# Harmonisation and autonomy are key to...



## High scalability



## Less legacy



## Prepare us for the future

# Harmonisation gives us focus

- One language
- One solution for data storage
- One tech stack for web
- One type of architecture
- One solution for deployment
- One Design System

# Harmonisation creates efficiencies

- Solve tech problems ONCE and use many times
- Developer experience creates speed and attract talent
- Solving problems and innovate cross teams
- Tech competence mobility within Avanza
- Faster development cycles
- Focus to find and attract talent externally

# Autonomy leads to...

- Independent cross functional teams, back logs and technologies
- Decentralises decisions and responsibilities to focus on innovation
- Makes our tech ecosystem less complex
- Speed of innovation
- Teams can focus on the team and output
- Taking out legacy is easier. The culture and processes to identify and always clean out legacy

# Simplicity makes us well prepared for the future

- PWA (Progressive Web Apps)
- More 3rd party integrations (Open Banking)
- More Cloud integration where needed
- Always IT and information security
- Data analysis and business used cases, utilising the Data platform
- Performance and capacity are key



# There is a new dawn....

- Continue the journey and have the courage to cut out legacy, re-invent our model both technology and how we work
- Constantly review and challenge areas going forward, buzz words too
- Try, experiment – repeat
- Think platform, through autonomy and harmonisation
- Technology and Tech Culture is an endurance race not a one-year sprint

# Avanza Tech - towards or vision and goals



**Innovation**



**Availability**



**Scale**



**Together**

We have been writing history for the last 20 years from a **business** and **tech** perspective.

We plan to continue to do that.



# Questions

**Mer till dig, mindre till banken**

Hos oss ska dina pengar gå till ett ökat sparande, inte till onödiga avgifter. Välkommen till en bank som den borde vara.

Logga in

Bli kund, helt gratis!

**Så mycket kan ett månadssparande ge dig**

Om du månadssparar på börsen i till exempel fonder eller aktier ger du dina pengar riktigt bra möjligheter att växa. Här ser du hur mycket du kan få ihop.

**470 000 kr**  
Varav 239 000 kr i avkastning\*

Månadssparande	1 200 kr
Startbelopp	15 000 kr
Spartid	15 år

**Mer till dig, mindre till banken**

Hos oss ska dina pengar gå till ett ökat sparande, inte till onödiga avgifter. Välkommen till en bank som den borde vara.

Logga in

Bli kund, helt gratis!

**Så mycket kan ett månadssparande ge dig**

Om du månadssparar på börsen i till exempel fonder eller aktier ger du dina pengar riktigt bra möjligheter att växa. Här ser du hur mycket du kan få ihop.

**470 000 kr**  
Varav 239 000 kr i avkastning\*

**Mitt innehav**

ÖVERSIKT VÄRDEPAPPER TRANSAKTIONER

Totalt **120 345** Utv. 3 mån **8,06 %**

3 mån | 1 år | sedan start | % | kr

**Sparande**

Aktie & Fondkonto	1 200	1,23 %
Investeringar	3 895	2,75 %
Kapitalförsäkring	18 785	-2,01 %

**Buffert** **96 465**  
Utv. sedan start **6,44%**

Sparkonto+ Colletor **96 465**

+ Öppna nytt konto